

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings of claims in the application:

Listing of Claims:

1. (Currently Amended) In a web-based business information system having an internal e-mail facility, a method for facilitating and tracking e-mail communications between (i) an end user of the web-based business information system and (ii) an external contact that is not an end user of the web-based business information system, comprising:

sending an initial e-mail message from said internal e-mail facility to the external contact, wherein a domain of a REPLY-TO field of said initial e-mail message corresponds to a domain of said internal e-mail facility, and wherein a local part of said REPLY-TO field of said initial e-mail message comprises a tracking string encoding tracking information associated with said end user and said external contact with respect to said web-based business information system, the tracking string including a first tracking string component uniquely identifying a thread of conversation between said end user and said external contact and a second tracking string component that orders messages in the thread of conversation;

receiving at said internal e-mail facility a first reply e-mail message from said external contact replying to said initial e-mail message, said first reply e-mail message having a TO field including said tracking string; and

sending from said internal e-mail facility a modified version of said first reply e-mail message to a native e-mail address of the end user, said native e-mail address corresponding to a native e-mail system of the end user different than said internal e-mail facility and lying outside said web-based business information system, wherein a domain of a REPLY-TO field of said modified version of said first reply e-mail message corresponds to

said domain of said internal e-mail facility, and wherein a local part of said REPLY-TO field comprises a first modified version of said tracking string.

2. (Original) The method of claim 1, further comprising:
generating a first metadata object based on said tracking string of said first reply e-mail message, wherein said first metadata object associates said first reply e-mail message with said end user, said external contact, and at least one business functionality therebetween to be tracked by web-based business information system; and
archiving said first reply e-mail message according to at least one characteristic of said first metadata object.

3. (Original) The method of claim 2, further comprising generating a viewable communication log screen including information derived from said first metadata object.

4. (Original) The method of claim 2, further comprising:
receiving a second reply e-mail message from said end user replying to said modified version of said first reply e-mail message, said second reply e-mail message having a TO field including said first modified version of said tracking string; and
sending a modified version of said second reply e-mail message to the external contact, wherein a domain of a REPLY-TO field of said modified version of said second reply e-mail message corresponds to said domain of said internal e-mail facility, and wherein a local part of said REPLY-TO field comprises a second modified version of said tracking string.

5. (Original) The method of claim 4, further comprising:
generating a second metadata object based on said second modified version of said tracking string of said second reply e-mail message, wherein said second metadata

object associates said second reply e-mail message with said end user, said external contact, and said at least one business functionality; and

archiving said second reply e-mail message according to at least one characteristic of said second metadata object.

6. (Original) The method of claim 5, further comprising generating a viewable communication log screen including information derived from said first metadata object and said second metadata object.

7. (Original) The method of claim 4, wherein said native e-mail system of said end user is web-hosted e-mail service.

8. (Original) The method of claim 4, wherein said native e-mail system of said end user is a dedicated desktop e-mail application.

9. (Original) The method of claim 4, wherein said internal e-mail facility is operated out of a same Internet domain as said web-based business information system.

10. (Original) The method of claim 4, wherein said initial e-mail message comprises a message body manually composed by the end user.

11. (Original) The method of claim 4, wherein said initial e-mail message is automatically sent on behalf of the end user by said web-based business information system.

12. (Original) The method of claim 4, wherein said REPLY-TO field of said initial e-mail message further comprises a display name for said end user that is substantially identical to a display name associated with said end user in said native e-mail system of the end user.

13. (Original) The method of claim 4, wherein said web-based business information system is provided by an application service provider and subscribed to by a business enterprise with which said end user is affiliated.

14. (Original) The method of claim 4, wherein said web-based business information system is self-hosted by a business enterprise with which said end user is affiliated.

15–19. (Canceled)

20. (Currently Amended) In a web-based business information system having an internal e-mail facility, a method for facilitating and tracking e-mail communications between (i) an end user of the web-based business information system and (ii) an external contact that is not an end user of the web-based business information system, comprising:

sending an initial e-mail message from said internal e-mail facility to the external contact, ~~wherein a domain of a reply designating header field of said initial e-mail message corresponds to a domain of said internal e-mail facility, and~~ wherein a first thread-recurrent field of said initial e-mail message comprises a tracking string encoding tracking information associated with said end user and said external contact with respect to said web-based business information system, the encoded tracking information including a first tracking information component uniquely identifying a thread of conversation between said end user and said external contact and a second tracking information component that orders messages in the thread of conversation;

receiving at said internal e-mail facility a first reply e-mail message from said external contact replying to said initial e-mail message, ~~said first reply e-mail message having a TO field including said domain of said internal e-mail facility,~~ said first reply e-mail message comprising said tracking string in said first thread-recurrent field thereof; and

sending from said internal e-mail facility a modified version of said first reply e-mail message to a native e-mail address of the end user, said native e-mail address corresponding to a native e-mail system of the end user different than said internal e-mail facility and lying outside said web-based business information system, ~~wherein a domain of a reply designating header field of said modified version of said first reply e-mail message corresponds to said domain of said internal e-mail facility, and~~ wherein a second thread-recurrent field of said modified version of said first reply e-mail message comprises a first modified version of said tracking string in which the second tracking information component is modified and the first tracking information component is unmodified.

21. (Original) The method of claim 20, further comprising:
generating a first metadata object based on said tracking string of said first reply e-mail message, wherein said first metadata object associates said first reply e-mail message with said end user, said external contact, and at least one business functionality therebetween to be tracked by web-based business information system; and
archiving said first reply e-mail message according to at least one characteristic of said first metadata object.

22. (Currently Amended) The method of claim 21, further comprising:
receiving a second reply e-mail message from said end user replying to said modified version of said first reply e-mail message, ~~said second reply e-mail message having a TO field including said domain of said internal e-mail facility,~~ said second reply e-mail message having said first modified version of said tracking string in said second thread-recurrent field thereof; and
sending a modified version of said second reply e-mail message to the external contact, ~~wherein a domain of a reply designating header field of said modified version of said second reply e-mail message corresponds to said domain of said internal e-mail facility,~~

~~and~~ wherein a third thread-recurrent field of said modified version of said second reply e-mail message comprises a second modified version of said tracking string in which the second tracking information component is further modified and the first tracking information component remains unmodified.

23. (Original) The method of claim 22, wherein said reply-designating header fields of said initial e-mail message, said modified version of said first reply e-mail message, and said modified version of said second reply e-mail message are each REPLY-TO fields.

24. (Canceled)

25. (Original) The method of claim 22, wherein said first, second, and third thread-recurrent fields are each SUBJECT fields.

26. (Original) The method of claim 22, wherein said first, second, and third thread-recurrent fields are encrypted into body fields of said initial e-mail message, said modified version of said first reply e-mail message, and said modified version of said second reply e-mail message, respectively.

27. (New) A computer-implemented method for facilitating communications between a first e-mail user and a second e-mail user, comprising:

 sending a first e-mail message from the first e-mail user to the second e-mail user, the first e-mail message having a first thread-recurrent field encoding tracking information comprising a first tracking information component identifying a distinguished communications category of a plurality of communications categories and a second tracking information component uniquely identifying a distinguished thread of communications between the first e-mail user and the second e-mail user;

 receiving, responsive to the first e-mail message, a second e-mail message sent from the second e-mail user to the first e-mail user, the second e-mail message having a

second thread-recurrent field encoding tracking information comprising the first tracking information component identifying the distinguished communications category and the second tracking information component uniquely identifying the distinguished thread of communications between the first e-mail user and the second e-mail user; and

responsive to the second e-mail message, evaluating one or more rules to access rules-based e-mail tracking functionality, the evaluation of the one or more rules based at least in part on the distinguished communications category identified by the first tracking information component of the second e-mail message and the distinguished thread of communications identified by the second tracking information component of the second e-mail message.

28. (New) A computer-implemented method according to claim 27, wherein the distinguished communications category is general correspondence, and the rules-based e-mail tracking functionality comprises sending a modified version of the second e-mail message from the second e-mail user to the first e-mail user, the modified version of the second e-mail message incorporating a modified version of the tracking information comprising the first tracking information component identifying the distinguished communications category and the second tracking information component uniquely identifying the distinguished thread of communications between the first e-mail user and the second e-mail user.

29. (New) A computer-implemented method according to claim 27, wherein the distinguished communications category identified by the first tracking information component of the second e-mail message is trouble tickets, and the rules-based e-mail tracking functionality comprises helpdesk functionality.

30. (New) A computer-implemented method according to claim 27, wherein the distinguished communications category identified by the first tracking

information component of the second e-mail message is invitation replies, and the rules-based e-mail tracking functionality comprises business event organizing functionality.

31. (New) A computer-implemented method according to claim 30, wherein the business event organizing functionality comprises setting calendar appointments corresponding to positive invitation replies, and altering resource allocations for a business event based at least in part on a number of positive invitation replies.